

The National Fair Housing Training Academy and the Indiana Civil Rights Commission is pleased to offer:

Week One Fair Housing Investigation Training



August 19 - August 23, 2013
Indiana Government Center South (Conference Center)
Conference Room 22
302 W. Washington Street
Indianapolis, Indiana 46204



Courses offered in Week One:

Fair Housing Law and Ethics: A two-day course designed to provide investigators with a historical and legal framework for conducting comprehensive, impartial, and ethical investigations.

In Fair Housing Law and Ethics, you learn to:

- Describe the provisions and history of the Fair Housing Act and the most common situations that give rise to ethical problems.
- Identify the Fair Housing Act's protected classes, the types of conduct and activities prohibited, and statutory exemptions.
- Respond appropriately in situations in which there is a potential appearance of partisanship or improper relationships.

Effective Fair Housing Intake and Introduction to TEAPOTS: A one-day course that provides an introduction to the Title Eight Automated Paperless Office Tracking System (TEAPOTS) and provides participants practical and meaningful information on effective intake of fair housing complaints to ensure appropriate complaint intake and processing.

In Effective Intake, you learn to:

- Use TEAPOTS to document complaint intake and investigation.
- Provide customer service that is culturally competent.
- Understand the jurisdictional elements of a fair housing complaint
- Understand the fair housing complaint process, relevant forms and questionnaires, and relevant information to document damages.

Critical Thinking and Investigation including Interviewing Techniques: A two-day course that introduces participants to a thoughtful and structured approach to investigating fair housing complaints.

This structured approach helps participants to:

- Conduct fair, impartial and thorough investigations.
- Obtain the facts and circumstances that either prove or disprove an allegation of discrimination.
- Document the facts and circumstances of the case.

In **Critical Thinking and Investigation including Interviewing Techniques**, you learn to:

- Analyze information and understand the complaint process from an investigative point of view.
- Identify the steps for investigating a fair housing complaint and the key players in the complaint investigations process.
- Apply a fair housing based analysis process.
- Conduct effective interviews during the investigation process

To register visit: www.nfhta.org/register.htm

Hotel Information: There are two host hotels for the conference, both offering a special rate of \$89.00 per night. (Note: These rates are only available until Friday, July 19, 2013).



Courtyard Indianapolis Downtown: http://www.marriott.com/hotels/travel/indct-courtyard-indianapolisdowntown/?toDate=8/23/13&groupCode=nfnhfa&stop_mobi=yes&fromDate=8/18/13&app=resvlink



Fairfield Inn & Suites Indianapolis Downtown: http://www.marriott.com/hotels/travel/indfd-fairfieldinnandsuitesindianapolisdowntown/?toDate=8/23/13&groupCode=nfnfhb&stop_mobi=yes&fromDate=8/18/13&app=resvlink